

DMH Satisfaction Survey Results

Consumer Satisfaction - 2000

Division of Comprehensive Psychiatric Services - Community Services and Inpatient Services

Demographics

		Total Served ^a			Total Survey Returns ^b		
		Inpatient/ Community Services	Inpatient	Community Services	Inpatient/ Community Services	Inpatient	Community Services
SEX	Male	48.2%	72.8%	46.2%	46.4%	73.2%	41.3%
	Female	51.8%	27.2%	53.8%	53.6%	26.8%	58.7%
RACE	White	79.4%	64.7%	80.6%	81.1%	65.4%	84.0%
	Black	18.1%	32.1%	17.0%	14.1%	26.2%	11.9%
	Hispanic	0.5%	0.8%	.5%	1.1%	2.2%	0.8%
	Native American	0.3%	0.2%	.3%	1.6%	2.5%	1.5%
	Pacific Islander ^c	0%	0%	0%	0.2%	0.7%	0.1%
	Other	1.7%	2.2%	1.6%	1.8%	2.9%	1.6%
AGE	0-17	13.4%	8.9%	13.8%	8.0%	8.2%	8.0%
	18-49	64.8%	73.0%	64.1%	67.8%	75.5%	66.4%
	50+	21.8%	18.0%	22.1%	24.1%	16.3%	25.6%

^a The Total Served represents demographics based on the number of people served in April 2000 according to DMH billing records.

^b The demographic statistics in the column marked Survey Returns are based on the survey returns.

^c The state classifies Pacific Islander in the "other" category for CPS consumers.

Sample Size

Information is based on the number of returned forms and
the number of people served according to DMH billing records.

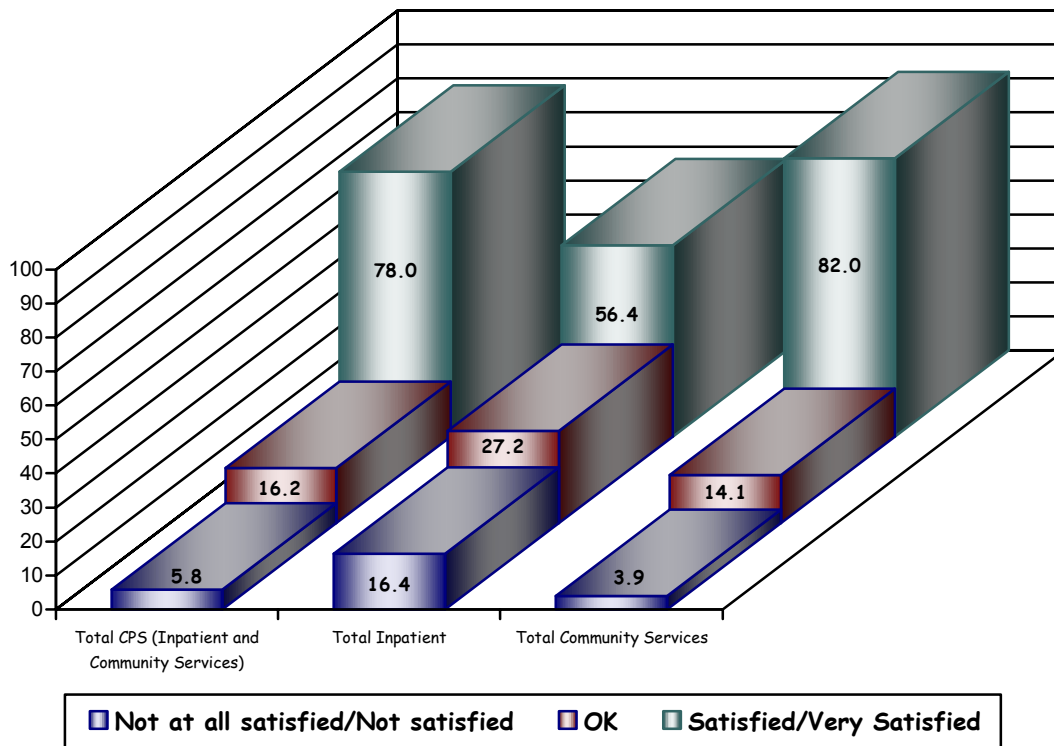
	Number Served April 2000	Number Forms Returned	Percent of Served Returned
Total CPS	26636	4566	17.1%
Total CPS Inpatient	1999	751	37.6%
Total CPS Community Services	24637	3815	15.5%

Services for the Deaf or Hard of Hearing

The following represents the percentage of affirmative responses for each item. Item 1(a) "Do you use sign language?" reflects the percent of only those who are deaf or hard of hearing who use sign language. Item 1(b) "Did this agency have signing staff?" reflects the percentage of agencies that deaf or hard of hearing consumers identified as having signing staff available for those who use sign language.

	Total CPS	Total Inpatient	Total Community Services
Are you deaf or hard of hearing?	8.8%	9.2%	8.8%
(a) If yes, do you use sign language?	12.4%	19.6%	11.0%
(b) If yes, did this agency have signing staff?	29.7%	33.3%	29.0%
Did this agency use interpreters?	10.1%	25.9%	6.5%

Overall Satisfaction with Services



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 78.0% of the respondents to the survey were satisfied with services provided by the Division of Comprehensive Psychiatric Services.
- The Community Services programs were rated much higher than the Inpatient programs (82.0% versus 56.4%, at least "satisfied" with services).

Satisfaction with Services

How satisfied are you . . .	Total CPS Inpatient and Community Services	Total CPS Inpatient	Total CPS Community Services
with the staff who serve you?	4.22 (4350)	3.68 (676)	4.32 (3674)
with how much your staff know about how to get things done?	4.13 (4292)	3.72 (678)	4.20 (3614)
with how staff keep things about you and your life confidential?	4.26 (4261)	3.74 (666)	4.36 (3595)
that your treatment plan has what you want in it?	4.07 (4249)	3.45 (666)	4.19 (3583)
that your treatment plan is being followed by those who assist you?	4.15 (4226)	3.68 (665)	4.24 (3561)
that the agency staff respect your ethnic and cultural background?	4.29 (4091)	3.76 (659)	4.39 (3432)
with the services that you receive?	4.19 (4294)	3.64 (677)	4.30 (3617)
that services are provided in a timely manner?	4.20 (3615)	-	4.20 (3615)
that staff treats you with respect, courtesy, caring, and kindness?	3.67 (678)	3.67 (678)	-
that the environment is clean and comfortable?	3.76 (682)	3.76 (682)	-
that the meals are good, nutritious and sufficient amounts?	3.32 (678)	3.32 (678)	-
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.			

Some of the key findings were:

- The participants in the Division of Comprehensive Psychiatric Services were satisfied with the services they received. Divisionwide, ratings for all but three items were above a 4.00 ("satisfied").
- Divisionwide, the highest satisfaction rating was with agency staff respecting the consumer's ethnic and cultural background (mean of 4.29).
- The lowest satisfaction rating was found in the inpatient program with the meals being good, nutritious and in sufficient amounts (mean of 3.32).
- The CPS Community Services program was rated higher by consumers than the CPS Inpatient program.

Satisfaction with Quality of Life

How satisfied are you . . .	Total CPS Inpatient and Community Services	Total CPS Inpatient	Total CPS Community Services
with how your spend your day?	3.47 (3588)	-	3.47 (3588)
with where you live?	3.65 (3583)	-	3.65 (3583)
with the amount of choices you have in your life?	3.44 (3574)	-	3.44 (3574)
with the opportunities/chances you have to make friends?	3.53 (3570)	-	3.53 (3570)
with your general health care?	3.70 (3564)	-	3.70 (3564)
with what you do during your free time?	3.52 (3580)	-	3.52 (3580)
How safe do you feel . . .			
in this facility?	3.66 (679)	3.66 (679)	-
in your home/agency?	3.96 (3607)	-	3.96 (3607)
in your neighborhood?	3.81 (3563)	-	3.81 (3563)
<p>The first number represents a mean rating. Scale: (how satisfied are you...): 1=Not at all satisfied . . . 5=Very satisfied. Scale: (how safe do you feel...): 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>			

Some of the key findings were:

- The quality of life ratings were lower than the service ratings for the Division of Comprehensive Psychiatric Services.
- The highest rating in the quality of life items was for safety in the home (mean of 3.96).
- The amount of choices in consumers' lives received the lowest mean rating (mean of 3.44).

Comparison by Gender

Inpatient and Community Services Combined

Females were more satisfied with the services they received from the Division of Comprehensive Psychiatric Services. For three items (how they spent their day, general health, and what they did in their free time) males were significantly more satisfied than females.

How satisfied are you...	Sex		Significance
	Male	Female	
with the staff who serve you?	4.11 (1966)	4.34 (2296)	F(1,4261)=63.18, p<.001
with how much your staff know how to get things done?	4.04 (1947)	4.22 (2260)	F(1,4206)=38.38, p<.001
with how staff keep things about you and your life confidential?	4.16 (1924)	4.37 (2251)	F(1,4174)=45.38, p<.001
that your treatment plan has what you want on it?	3.98 (1920)	4.18 (2244)	F(1,4163)=23.71, p<.001
that the treatment plan is being followed by those who assist you?	4.05 (1910)	4.27 (2231)	F(1,4140)=51.89, p<.001
that the agency staff respect your ethnic and cultural background?	4.15 (1870)	4.43 (2138)	F(1,4007)=90.76, p<.001
with the services you receive?	4.07 (1949)	4.32 (2260)	F(1,4208)=64.62, p<.001
that services are provided in a timely manner?	4.15 (1466)	4.25 (2101)	F(1,3566)=9.21, p=.002
with how you spend your day?	3.52 (1459)	3.42 (2080)	F(1,3538)=6.13, p=.013
with your general health care?	3.79 (1442)	3.64 (2076)	F(1,3517)=14.97, p<.001
with what you do in your free time?	3.60 (1457)	3.47 (2075)	F(1,3531)=11.45, p=.001
<p>The first number represents a mean rating.</p> <p><i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.</p> <p><i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.</p> <p>The number in parentheses represents the number responding to this item.</p>			

Comparison of Racial/Ethnic Background Inpatient and Community Services Combined

Caucasians were significantly more satisfied with the services they received than other ethnic groups. The lowest satisfaction rating occurred in the *other* category. Caucasians felt safer in their home and neighborhood than other categories of racial and ethnic backgrounds.

How satisfied are you...	White	Black	Hispanic	Native American	Other	Significance
with the staff who serve you?(a, b)	4.29 (3459)	4.01 (584)	3.84 (45)	4.05 (66)	3.76 (79)	F(4,4232)=17.90, p<.001
with how much your staff know how to get things done?(a, b)	4.17 (3410)	4.03 (580)	4.00 (44)	3.91 (65)	3.71 (77)	F(4,4175)=7.46, p<.001
with how staff keep things about you and your life confidential?(a, b)	4.32 (3395)	4.09 (568)	4.30 (44)	3.94 (64)	3.87 (78)	F(4,4148)=11.87, p<.001
that your treatment plan has what you want on it?(b, c, e)	4.11 (3387)	3.94 (567)	3.98 (40)	4.60 (67)	3.45 (76)	F(4,4136)=9.17, p<.001
that the treatment plan is being followed by those who assist you?(a, b, d)	4.20 (3356)	4.05 (573)	4.12 (43)	3.95 (64)	3.57 (74)	F(4,4109)=11.13, p<.001
that the agency staff respect your ethnic and cultural background?(a, b)	4.36 (3214)	4.06 (581)	4.17 (42)	4.03 (65)	3.81 (75)	F(4,3976)=19.90, p<.001
with the services you receive?(a, b, d)	4.25 (3413)	4.03 (580)	3.95 (43)	4.05 (65)	3.64 (78)	F(4,4178)=14.18, p<.001
that services are provided in a timely manner?(a)	4.24 (2988)	4.08 (424)	4.03 (30)	3.92 (50)	3.96 (53)	F(4,3544)=5.11, p<.001
with the amount of choices you have?	3.44 (2944)	3.54 (421)	3.19 (31)	3.10 (49)	3.67 (57)	F(4,3501)=2.67, p=.031
with how safe you feel in this facility? ¹ (b)	3.76 (426)	3.61 (160)	4.00 (13)	3.73 (15)	2.86 (22)	F(4,635)=2.98, p=.019
with how safe you feel in the neighborhood?	3.84 (2939)	3.69 (415)	3.68 (31)	3.58 (50)	3.93 (58)	F(4,3492)=2.41, p=.047

The first number represents a mean rating.

How satisfied are you? Scale: 1=Not at all satisfied . . . 5=Very satisfied.

How safe do you feel? Scale: 1=Not at all safe . . . 5=Very safe.

The number in parentheses represents the number responding to this item.

¹ Refers to Inpatient facility only.

Scheffe Post-Hoc significance at .05 or less.

(a) Interaction between White and Black.

(b) Interaction between White and Other.

(c) Interaction between Black and Native American.

(d) Interaction between Black and Other.

(e) Interaction between Native American and Other.

Comparison by Age Inpatient and Community Services Setting

A comparison was made of three age groupings (1) those younger than 18 years of age; (2) adults under the age of 50 years; and (3) adults over 50 years of age. Adults, especially those over the age of 50 years, were the most satisfied with services. There were mixed results for satisfaction with quality of life issues. Older adults were more satisfied with how they spent their day, where they lived, the choices in their lives, and the safety in their neighborhood. Youth and adolescents were more satisfied with their general health, what they did in their free time and safety in their homes and neighborhood.

How satisfied are you...	0-17	18-49	50+	Significance
with the staff who serve you?(a, b)	4.00 (343)	4.23 (2852)	4.30 (1008)	F(2,4202)=12.41, p<.001
with how much your staff know how to get things done?(a, b)	3.97 (336)	4.14 (2826)	4.19 (986)	F(2,4147)=6.00, p=.003
that your treatment plan has what you want on it?(b, c)	3.91 (329)	4.06 (2800)	4.20 (979)	F(2,4107)=7.40, p=.001
that the treatment plan is being followed by those who assist you?(a, b)	3.97 (332)	4.17 (2777)	4.21 (977)	F(2,4085)=7.70, p<.001
with the services you receive?(a, b, c)	4.04 (337)	4.18 (2829)	4.31 (987)	F(2,4152)=10.42, p<.001
that services are provided in a timely manner?(a, b)	3.91 (274)	4.23 (2348)	4.26 (886)	F(2,3507)=15.84, p<.001
that the meals are good, nutritious, and in sufficient amounts? ¹ (b)	2.98 (56)	3.31 (487)	3.55 (104)	F(2,646)=3.42, p=.033
with how you spend your day?(c)	3.47 (242)	3.40 (2353)	3.61 (885)	F(2,3479)=11.09, p<.001
with where you live?(b, c)	3.60 (242)	3.57 (2349)	3.87 (884)	F(2,3474)=20.25, p<.001
with the amount of choices you have?(b)	3.47 (236)	3.40 (2343)	3.52 (888)	F(2,3466)=3.57, p=.028
with the opportunities you have to make friends?(a, c)	3.70 (240)	3.46 (2340)	3.68 (882)	F(2,3461)=13.63, p<.001
with your general health care?(a, b)	4.01 (238)	3.65 (2345)	3.75 (877)	F(2,3459)=12.77, p<.001
with what you do in your free time?(a, c)	3.74 (245)	3.47 (2346)	3.61 (885)	F(2,3475)=9.47, p<.001
with how safe you feel in your home/agency?(a, c)	4.10 (247)	3.92 (2362)	4.04 (892)	F(2,3500)=6.90, p=.001
with how safe you feel in the neighborhood?(c)	3.88 (246)	3.76 (2334)	3.93 (881)	F(2,3460)=7.33, p=.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. ¹ Refers to Inpatient facilities only. Scheffe Post-Hoc significance at .05 or less (a) Interaction between ages 0-17 and 18-49. (b) Interaction between ages 0-17 and 50+. (c) Interaction between ages 18-49 and 50+.</p>				

Comparison by Current Living Situation Inpatient and Community Services Combined

A comparison was made by the current living arrangement of the consumer. Those who lived independently were the most satisfied with services. Those who lived with their biological parents were significantly more satisfied with the choices in their lives, their opportunity to make friends, their general health, what they did in their free time and safety in their home.

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Biological Parents	Other	Significance
with the staff who serve you?(a, b, e)	4.40 (2731)	4.11 (431)	3.94 (230)	4.05 (40)	4.20 (167)	4.14 (210)	F(5,3808)=21.84, p<.001
with how much your staff know how to get things done?(a, b, c, e)	4.28 (2692)	4.04 (427)	3.98 (224)	3.68 (40)	4.13 (163)	4.05 (202)	F(5,3747)=12.74, p<.001
with how staff keep things about you and your life confidential?(a, b, h)	4.42 (2689)	4.16 (423)	4.05 (222)	4.27 (37)	4.39 (162)	4.26 (197)	F(5,3729)=12.17, p<.001
that your treatment plan has what you want on it?	4.23 (2684)	4.06 (420)	4.04 (221)	3.70 (37)	4.12 (157)	4.05 (200)	F(5,3718)=3.75, p=.002
that the treatment plan is being followed by those who assist you?(a, b)	4.31 (2657)	4.09 (421)	3.99 (222)	4.03 (36)	4.08 (159)	4.13 (199)	F(5,3693)=11.26, p<.001
that the agency staff respect your ethnic and cultural background?(a, b)	4.45 (2560)	4.20 (401)	4.10 (213)	4.33 (36)	4.36 (156)	4.27 (191)	F(5,3556)=12.81, p<.001
with the services you receive?(a, b)	4.37 (2700)	4.14 (423)	3.99 (224)	4.14 (37)	4.23 (163)	4.15 (205)	F(5,3751)=12.72, p<.001
that services are provided in a timely manner?(a, b)	4.28 (2587)	4.05 (400)	3.87 (208)	4.00 (25)	4.14 (146)	4.08 (180)	F(5,3545)=11.60, p<.001
with how you spend your day?(a, c, f, I, j)	3.43 (2581)	3.68 (399)	3.38 (201)	2.64 (28)	3.61 (127)	3.55 (180)	F(5,3515)=7.37, p<.001
with where you live?(b, c, f, g, h, I, j)	3.71 (2583)	3.55 (402)	3.26 (197)	2.00 (27)	3.92 (129)	3.65 (176)	F(5,3513)=17.51, p<.001
with the amount of choices you have?(c, f, I)	3.45 (2576)	3.48 (400)	3.21 (196)	2.68 (28)	3.66 (125)	3.45 (177)	F(5,3501)=4.82, p<.001
with the opportunities you have to make friends?(a, f, I)	3.47 (2569)	3.83 (403)	3.64 (199)	2.92 (26)	3.80 (128)	3.64 (175)	F(5,3499)=10.46, p<.001
with your general health care?(a, d, f, I)	3.65 (2569)	3.92 (401)	3.78 (201)	3.11 (27)	4.05 (124)	3.81 (176)	F(5,3497)=8.94, p<.001
with what you do in your free time?(a, d, f, g, I, j)	3.45 (2572)	3.77 (402)	3.66 (203)	2.82 (28)	3.91 (130)	3.64 (176)	F(5,3510)=11.72, p<.001
with how safe you feel in your home/agency?(c, f, g, h, I, j)	3.97 (2598)	3.97 (399)	3.78 (207)	2.92 (25)	4.22 (129)	4.00 (182)	F(5,3539)=7.96, p<.001
with how safe you feel in the neighborhood?(c, f, I, j)	3.82 (2574)	3.92 (393)	3.71 (199)	3.00 (27)	3.96 (129)	3.71 (176)	F(5,3497)=4.83, p<.001

The first number represents a mean rating.

How satisfied are you? Scale: 1=Not at all satisfied . . . 5=Very satisfied.

How safe do you feel? Scale: 1=Not at all safe . . . 5=Very safe.

The number in parentheses represents the number responding to this item.

Scheffe Post-Hoc significance at .05 or less

- (a) Interaction between Independent and Group Home.
- (b) Interaction between Independent and RTF.
- (c) Interaction between Independent and Homeless.
- (d) Interaction between Independent and Biological Parents.
- (e) Interaction between Independent and Other.
- (f) Interaction between Homeless and Group Home.
- (g) Interaction between Homeless and RTF.
- (h) Interaction between RTF and Biological parents.
- (i) Interaction between Homeless and Biological Parents.
- (j) Interaction between Homeless and Other.

Comparison by Whether Resided in Residential Treatment Inpatient and Community Services Combined

A comparison was made between those who had lived in a residential treatment facility during the past year and those who had not. Those who had not lived in a residential treatment facility were more satisfied with where they lived. Those who had lived in a residential facility during the past year, however, were more satisfied with how they spent their day, their opportunity to meet friends, their general health, and what they did during their free time.

How satisfied are you...	Yes	No	Significance
with the staff who serve you?	4.15 (803)	4.36 (2945)	F(1,3747)=35.41, p<.001
with how much your staff know how to get things done?	4.10 (794)	4.23 (2894)	F(1,3687)=13.28, p<.001
with how staff keep things about you and your life confidential?	4.21 (785)	4.39 (2886)	F(1,3670)=25.61, p<.001
that your treatment plan has what you want on it?	4.03 (784)	4.21 (2872)	F(1,3655)=12.62, p<.001
that the treatment plan is being followed by those who assist you?	4.15 (780)	4.26 (2849)	F(1,3628)=9.76, p=.002
that the agency staff respect your ethnic and cultural background?	4.24 (756)	4.43 (2739)	F(1,3494)=31.67, p<.001
with the services you receive?	4.18 (790)	4.33 (2901)	F(1,3690)=16.34, p<.001
that services are provided in a timely manner?	4.09 (735)	4.24 (2752)	F(1,3486)=15.14, p<.001
with how you spend your day?	3.57 (726)	3.43 (2733)	F(1,3458)=8.21, p=.004
with where you live?	3.57 (723)	3.68 (2732)	F(1,3454)=5.28, p=.022
with the opportunities you have to make friends?	3.72 (726)	3.48 (2715)	F(1,3440)=24.98, p<.001
with your general health care?	3.84 (725)	3.66 (2716)	F(1,3440)=14.12, p<.001
with what you do in your free time?	3.68 (728)	3.48 (2725)	F(1,3452)=18.50, p<.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>			

Comparison across Programs Inpatient and Community Services Combined

A comparison was made between the programs of both inpatient and community services of the Division of Comprehensive Psychiatric Services. Those participating in the CPRC and non-CPRC adult program were the most satisfied with services.

How satisfied are you...	CPRC Consumer	Non-CPRC Adult	Child/ Adolescent	Adult Acute Care	Adult Long- Term Care	Child/ Adolescent Acute Care	Child/ Adolescent Residential	Significance
with the staff who serve you?(a, b, c, d, e, f, g, h, I)	4.33 (2053)	4.36 (1350)	4.02 (271)	4.09 (203)	3.46 (415)	4.22 (18)	3.58 (40)	F(6,4349)=61.62, p<.001
with how much your staff know how to get things done?(b, f, h, I)	4.22 (2030)	4.22 (1319)	4.00 (265)	4.16 (200)	3.50 (420)	4.00 (18)	3.73 (40)	F(6,4291)=35.69, p<.001
with how staff keep things about you and your life confidential?(b, d, f, h, I)	4.33 (2026)	4.43 (1307)	4.18 (262)	4.22 (201)	3.47 (408)	4.06 (17)	3.95 (40)	F(6,4260)=53.90, p<.001
that your treatment plan has what you want on it?(a, b, f, h, I)	4.24 (2019)	4.16 (1306)	3.93 (258)	3.92 (201)	3.16 (408)	3.94 (18)	3.82 (39)	F(6,4248)=42.90, p<.001
that the treatment plan is being followed by those who assist you?(a, b, d, f, h, I)	4.27 (2018)	4.24 (1283)	3.98 (260)	4.13 (198)	3.43 (409)	4.06 (18)	3.88 (40)	F(6,4225)=48.52, p<.001
that the agency staff respect your ethnic and cultural background?(b, f, h, I, j)	4.37 (1934)	4.45 (1246)	4.26 (252)	4.22 (190)	3.49 (413)	4.00 (17)	4.26 (39)	F(6,4090)=62.30, p<.001
with the services you receive?(a, b, d, f, h, I)	4.32 (2023)	4.31 (1328)	4.06 (266)	4.14 (202)	3.34 (418)	4.18 (17)	3.90 (40)	F(6,4293)=65.58, p<.001
that services are provided in a timely manner?	4.24 (2026)	4.21 (1331)	3.90 (258)	- (0)	- (0)	- (0)	- (0)	F(6,3614)=4.73, p<.001
that the staff treats you with respect, courtesy, caring, and kindness?	- (0)	- (0)	- (0)	4.11 (202)	3.42 (418)	4.28 (18)	3.85 (40)	F(6,677)=7.56, p<.001
that the environment is clean and comfortable?	- (0)	- (0)	- (0)	4.21 (204)	3.53 (420)	4.33 (18)	3.60 (40)	F(6,681)=7.95, p<.001
that the meals are good, nutritious, and in sufficient amounts?	- (0)	- (0)	- (0)	3.78 (202)	3.15 (418)	3.22 (18)	2.90 (40)	F(6,677)=6.27, p<.001
with how you spend your day?	3.58 (2024)	3.29 (1340)	3.44 (224)	- (0)	- (0)	- (0)	- (0)	F(6,3587)=9.43, p<.001
with where you live?	3.74 (2020)	3.54 (1338)	3.57 (225)	- (0)	- (0)	- (0)	- (0)	F(6,3582)=3.92, p=.001
with the amount of choices you have?	3.57 (2022)	3.23 (1332)	3.44 (220)	- (0)	- (0)	- (0)	- (0)	F(6,3573)=10.99, p<.001
with the opportunities you have to make friends?	3.68 (2024)	3.29 (1322)	3.68 (224)	- (0)	- (0)	- (0)	- (0)	F(6,3569)=15.98, p<.001
with your general health care?	3.84 (2019)	3.44 (1324)	4.04 (221)	- (0)	- (0)	- (0)	- (0)	F(6,3563)=21.83, p<.001
with what you do in your free time?	3.66 (2020)	3.28 (1334)	3.74 (226)	- (0)	- (0)	- (0)	- (0)	F(6,3579)=16.10, p<.001
with how safe you feel in this facility?	- (0)	- (0)	- (0)	4.11 (203)	3.40 (419)	4.28 (18)	3.90 (39)	F(6,678)=8.29, p<.001

The first number represents a mean rating.

How satisfied are you? Scale: 1=Not at all satisfied . . . 5=Very satisfied.

How safe do you feel? Scale: 1=Not at all safe . . . 5=Very safe.

The number in parentheses represents the number responding to this item.

Scheffe Post-Hoc significance at .05 or less.

- (a) Interaction between CPRC Consumer and Child/Adolescent.
- (b) Interaction between CPRC Consumer and Adult Long-Term Care.
- (c) Interaction between CPRC Consumer and Child/Adolescent Residential.
- (d) Interaction between Non-CPRC Adult and Child/Adolescent.
- (e) Interaction between Non-CPRC Adult and Adult Acute Care.
- (f) Interaction between Non-CPRC Adult and Adult Long-Term Care.
- (g) Interaction between Non-CPRC Adult and Child/Adolescent Residential.
- (h) Interaction between Child/Adolescent and Adult Long-Term Care.
- (i) Interaction between Adult Acute Care and Adult Long-Term Care.
- (j) Interaction between Adult Long-Term Care and Child/Adolescent Residential.